

1 1. A method for customer contacting, the method comprising:
2 providing a system for interaction with a contact, the interaction being selectable
3 between human and computer delivery;
4 executing an interaction protocol to create an interaction with the contact;
5 initiating a call to the contact; and
6 selectively interleaving responses from a human agent and a recorded script.

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8 2. The method of claim 1, wherein the executing an interaction protocol is done
9 by one of a human agent and a computer script.

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11 3. The method of claim 1, wherein the recorded script further comprises recorded
12 data for generating a human-sounding voice waveform.

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14 4. The method of claim 1, wherein the recorded script is selected from computer-
15 generated wave files, audio recordings, and synthesized voice.

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17 5. The method of claim 1, wherein the recorded script comprises a voice
18 waveform created independently from the human agent.

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20 6. The method of claim 5, wherein the voice waveform further comprises an
21 audio track of a voice response recorded by a voice actor.

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23 7. The method of claim 1, wherein executing an interaction protocol further
24 comprises logging on by an agent.

1 8. The method of claim 1, wherein executing an interaction protocol further
2 comprises selecting a contact type.

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4 9. The method of claim 1, further comprising validating sales information.

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6 10. The method of claim 9, wherein validating sales information is done by one
7 of a human agent and a computer dialing system.

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9 11. The method of claim 1, further comprising updating a customer file.

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11 12. The method of claim 1, further comprising maintaining a history of recorded
12 scripts played.

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14 13. The method of claim 1, wherein initiating a call is executed by one of a
15 human agent and a computer dialing system.

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17 14. The method of claim 1, wherein interleaving further comprises listening by
18 the human agent to a response from the contact.

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20 15. The method of claim 1, wherein interleaving further comprises selecting and
21 presenting content to the contact.

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23 16. The method of claim 15, wherein interleaving further comprises posing a
24 question following presenting content.

1 17. The method of claim 1, wherein interleaving further comprises deciding on
2 intervention.

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4 18. The method of claim 17, wherein deciding on intervention is done by the
5 human agent.

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7 19. The method of claim 17, wherein deciding on intervention further comprises
8 selecting between options including at least a live-voice response and a recorded
9 response.

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11 20. The method of claim 17, wherein deciding on intervention further comprises
12 determining to provide a live-voice response.

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14 21. The method of claim 17, wherein deciding on intervention further comprises
15 determining to provide a recorded response.

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1 22. A method for customer contacting, the method comprising:
2 providing an integrated system for interaction with a contact, the interaction being
3 selectable between human and computer delivery;
4 initiating a call to a contact;
5 selecting content for presentation to the contact;
6 presenting content to the contact;
7 listening to a response from the contact;
8 selectively interleaving responses to the contact from a human agent and a
9 recorded script, the recorded script reflecting a voice waveform created independently
10 from the human agent; and
11 closing the interaction with the contact.

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13 23. The method of claim 22, wherein presenting content to the contact comprises
14 posing a question to the contact, the question having a finite number of answers.

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16 24. The method of claim 23, wherein a preselected recorded script is associated
17 with each of said finite number of answers.

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19 25. The method of claim 24, wherein selectively interleaving further comprises
20 presenting the preselected recorded script associated with the finite number of answers.

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22 26. The method of claim 22, wherein the recorded script is selected from
23 computer-generated wave files, audio recordings, and synthesized voice.

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25 27. The method of claim 26, wherein the recorded script further comprises
26 recorded data for generating a human-sounding voice waveform.

1 28. The method of claim 27, wherein the voice waveform further comprises an
2 audio track of a voice response recorded by a voice actor.

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4 29. The method of claim 22, further comprising validating sales information.

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6 30. The method of claim 29, wherein validating sales information is done by one
7 of a human agent and a computer dialing system.

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9 31. The method of claim 22, further comprising updating a customer file.

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11 32. The method of claim 22, further comprising maintaining a history of recorded
12 scripts played.

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14 33. The method of claim 22, wherein initiating a call is executed by one of a
15 human agent and a computer dialing system.

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17 34. The method of claim 22, wherein interleaving further comprises deciding on
18 intervention.

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20 35. The method of claim 34, wherein deciding on intervention is done by a
21 human agent.

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23 36. The method of claim 35, wherein deciding on intervention further comprises
24 selecting between options including at least a live-voice response and a recorded
25 response.

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1 37. The method of claim 36, wherein deciding on intervention further comprises
2 determining to provide a live-voice response.

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4 38. The method of claim 36, wherein deciding on intervention further comprises
5 determining to provide a recorded response.

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1 39. A system for customer contacting, the system comprising:
2 a script module configured to provide recorded voice waveforms to a contact; and
3 an integration module configured to interface between an agent and the script
4 module, the integrating module being configured to allow selective interjections by the
5 agent.

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7 40. The system of claim 39, wherein the script module comprises a script player.

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9 41. The system of claim 39, wherein the recorded waveforms are selectively
10 provided by a human agent.

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12 42. The system of claim 39, wherein the recorded waveforms are provided by a
13 computer.

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15 43. The system of claim 39, wherein the recorded waveforms are selected from
16 computer generated wave files, audio recordings, synthezied voice, and actual voice.

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18 44. The system of claim 39, wherein the integration module further comprises an
19 administration module for logging in a user.

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21 45. The system of claim 44, wherein the administration module is further
22 configured to provide password protection for the system.

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24 46. The system of claim 44, wherein the administration module is further
25 configured to store system preferences.

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1 47. The system of claim 39, wherein the integration module further comprises a
2 telephone interface module to facilitate interaction between the system and a telephone
3 system.

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5 48. The system of claim 47, wherein the telephone interface module allows a
6 human agent to initiate a call to a contact.

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8 49. The system of claim 47, wherein the telephone interface module allows a
9 computer dialer to initiate a call to a contact.

10
11 50. The system of claim 39, wherein the integration module further comprises
12 mode module for selecting between one of live voice interaction, script interaction, and
13 interjection interaction with a contact.

14
15 51. The system of claim 39, wherein the integration module is further configured
16 to select and present content to a contact.

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18 52. The system of claim 39, wherein the integration module is further configured
19 to pose a question to a contact.

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21 53. The system of claim 39, wherein the interjections are live voice.

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23 54. The system of claim 39, wherein the interjections are a recorded voice
24 waveform.

1 55. The system of claim 39, wherein the integration module further comprises a
2 database module for storing and retrieving data.

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4 56. The system of claim 55, wherein the database module is configured to update
5 a contact file.

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7 57. The system of claim 55, wherein the database module is configured to keep a
8 contact profile.

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10 58. The system of claim 55, wherein the database module is configured to
11 keep a history of scripts played by the system.

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13 59. The system of claim 39, wherein the integration module further comprises
14 a comercial transaction module for validating contact sales information.

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16 60. The system of claim 39, wherein the integration module further comprises
17 a voice transition module for presenting and negotiating between scripted responses
18 selectively played to a contact.

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- 1 61. A system for customer contacting, the system comprising:
2 an output device for providing audio outputs from an agent;
3 an input device for receiving audio inputs from a contact;
4 a player for outputting scripted voice waveforms over a phone line to a contact;
5 and
6 a signal processor configured to provide a normalized signal selected from the
7 output device and the player.
8
9 62. The system of claim 61, wherein the signal processor is further configured to
10 substantially match the signal-to-noise ratio of an output thereof, independent from the
11 input thereto.
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13 63. The system of claim 61, wherein the player is configured to provide an input
14 to to the signal processor effective to render an output therefrom having a signal-to-noise
15 ratio substantially the same as the signal-to-noise ratio of the output device.
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17 64. The system of claim 61, wherein the signal processor is configured to
18 normalize a first voice waveform received from the output device and a second voice
19 waveform received from the player.
20
21 65. The system of claim 61, wherein the normalized signal leaving the signal
22 processor has a bandwidth greater than the bandwidth of the phone line.
23
24 66. The system of claim 65, wherein the memory device stores a script module,
25 executable on the processor to provide an output having a bandwidth greater than the
26 response bandwidth of a telephone network.

1 67. The system of claim 61, wherein the voice waveforms are recorded at a
2 sampling rate of at least about 20,000.

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4 68. The system of claim 67, wherein the voice waveforms are recorded at a
5 sampling rate of at least about 44,000.

6
7 69. The system of claim 61, wherein the player further comprises a computer
8 having a processor and a memory device.

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10 70. The system of claim 61, further comprising a script module configured to
11 provide recorded voice waveforms to a contact.

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13 71. The system of claim 61, further comprising an integration module configured
14 to interface between an agent and the script module.

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1 72. A system for customer contacting, the system comprising:
2 an output device for providing audio outputs from an agent;
3 an input device for receiving audio inputs from a contact;
4 a player for outputting scripted voice waveforms over a phone line to a contact,
5 the player being configured to provide an input to the signal processor effective to render
6 an output therefrom having a signal-to-noise ratio substantially the same as the signal-to-
7 noise ratio of the output device; and

8 a signal processor configured to provide a normalized signal selected from the
9 output device and the player, wherein the signal processor is further configured to
10 substantially match the signal-to-noise ratio of an output thereof, independent from the
11 input thereto, and wherein the signal processor is configured to normalize a first voice
12 waveform received from the output device and a second voice waveform received from
13 the player.

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15 73. The system of claim 72, wherein the signal leaving the signal processor has a
16 bandwidth greater than the bandwidth of the phone line.

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18 74. The system of claim 73, further comprising a script module configured to
19 provide recorded voice waveforms to a contact.

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21 75. The system of claim 74, further comprising an integration module configured
22 to interface between an agent and the script module.

1 76. A computer readable medium having stored thereon computer executable
2 instructions for performing a method for contacting a customer, the method comprising:
3 providing an integrated system for hybridized interaction with a contact, the
4 interaction being selectable between human and computer delivery;
5 initiating a call to a contact;
6 executing an interaction protocol to create an interaction with the contact;
7 selecting content for presentation to the contact;
8 presenting content to the contact;
9 listening to a response from the contact;
10 selectively interleaving responses to the contact from a human agent and a
11 recorded script, the recorded script reflecting a voice waveform created independently
12 from the human agent; and
13 selectively closing the interaction with the contact.

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15 77. The computer readable medium of claim 76, wherein the initiating step is
16 executed by one of a human agent and a computer dialing system.

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18 78. The computer readable medium of claim 76, wherein the executing step is
19 done by one of a human agent and a computer script.

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21 79. The computer readable medium of claim 76, wherein the recorded script
22 further comprises recorded data effective to control a computer for generating a human-
23 sounding voice waveform.

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25 80. The computer readable medium of claim 76, wherein the recorded script is
26 selected from computer-generated wave files, audio recordings, and synthesized voice.

1 81. The computer readable medium of claim 76, wherein the voice waveform
2 further comprises an audio track of a voice response recorded by a voice actor.

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4 82. The computer readable medium of claim 76, wherein executing an
5 interaction protocol further comprises logging on by an agent.

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7 83. The computer readable medium of claim 76, wherein executing an
8 interaction protocol further comprises selecting a contact type.

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10 84. The computer readable medium of claim 76, wherein presenting content to
11 the contact comprises posing a question to the contact, the question having a finite
12 number of answers.

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14 85. The computer readable medium of claim 84, wherein a preselected recorded
15 script is associated with each of said finite number of answers.

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17 86. The computer readable medium of claim 85, wherein selectively interleaving
18 further comprises presenting the preselected recorded script associated with said finite
19 number of answers.

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21 87. The computer readable medium of claim 76, wherein executing an
22 interaction protocol further comprises validating sales information.

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24 88. The computer readable medium of claim 87, wherein validating sales
25 information is done by one of a human agent and a computer dialing system.

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1 89. The computer readable medium of claim 76, wherein executing an
2 interaction protocol further comprises updating a customer file.

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4 90. The computer readable medium of claim 76, wherein executing an
5 interaction protocol further comprises maintaining a history of recorded scripts played.

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7 91. The computer readable medium of claim 76, wherein executing an
8 interaction protocol further comprises deciding on intervention.

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10 92. The computer readable medium of claim 91, wherein deciding on
11 intervention is done by the human agent.

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13 93. The computer readable medium of claim 92, wherein deciding on
14 intervention further comprises selecting between options including at least a live-voice
15 response and a recorded response.

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17 94. The computer readable medium of claim 93, wherein deciding on
18 intervention further comprises determining to provide a live-voice response.

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20 95. The computer readable medium of claim 93, wherein deciding on
21 intervention further comprises determining to provide a recorded response.